Optik TV

User Guide

ON DEMAND

Check out our Optik TV video tutorials through the help centre in the On Demand menu or online at **telus.com/helpcentre**

TELUS

the future is friendly®

Downloaded from www.Manualslib.com manuals search engine

Check out our Optik TV video tutorials

Many of the topics covered in this guide are also available as video tutorials. Our easy-to-follow how-to videos are designed to help you get the most out of your Optik TV service. Packed with useful information, they show you how to do everything from using the Interactive Programming Guide to programming your PVR.

Look for the icon in the table of contents on the next page. There are videos available for all topics with the icon.

Access the Optik video tutorials two ways:

- Watch the tutorials on your TV

1 Press ON DEMAND.

2 Use to select **Help centre** and press OK.

3 Use to select **Optik TV** and press OK.

4 Use to select the tutorial topic that interests you.

- Online at **telus.com/helpcentre**

Quick tip

When new Optik features are launched the video tutorials will tell you everything you need to know to get the most out of your service.

Downloaded from www.Manualslib.com manuals search engine

Table of contents

Say hello to Optik TV 2
Your Optik TV digital box 4
Your remote control 6
Using your Optik TV service 8
High Definition TV 8
3D Content 8
Managing live TV feeds 9
Using the menu 10
Using the onscreen guide 12
Picture-in-Picture browsing 13
Surf zones 13
Categories 14
Customizing your guide 14
Favourites list 15
Using search 16
On Demand 17
Pay Per View (PPV) 19
Call Display on your TV 20
Parental Control 21
Using your Optik TV PVR 24
PVR Anywhere 24
Controlling live TV 24
PVR menu 25
Recording programs 25
Managing recording conflicts 30
Applications 31
Applications 31
Settings 32
Display Settings 32
Descriptive video 33
Digital audio output 33
Frequently Asked Questions 34
Troubleshooting your Optik TV system 36
Key customer records and contact information 38
Registration numbers 38
Remote control codes 39
How to contact TELUS 39
Service and maintenance 39
Cleaning 39
Optik TV Agreements 40
Optik TV Service Terms 40
Limited warranty 44
Index 45

Downloaded from www.Manualslib.com manuals search engine

Say hello to Optik TV

And say goodbye to planning around your shows, running out to rent a movie and subscribing to tons of channels just to get the ones you want. You can now enjoy features only available with digital TV such as On Demand, Pay Per View and High Definition (HD) programming and with the Interactive Programming Guide planning your TV viewing is a breeze. You can use keyword search to find your favourite programs or actors and even find out what else is on while watching your current program with Picture-in-Picture browsing. Plus get convenience and flexibility with Optik TV applications. Access Facebook on screen, record shows on the go, and access TV shows and movies On Demand from a computer, tablet or smartphone.

Downloaded from www.Manualslib.com manuals search engine

If you have an Optik TV™ Personal Video Recorder (PVR) you also have the power to record*, pause and replay live TV with the press of a button. Plus, one PVR is all you need to record and watch your shows from any TV in your home with a digital box and record up to 3 shows at once. Plus, manage your PVR with the Optik remote record app on your smartphone, tablet or Internet connected computer.

Please keep this guide handy. It's filled with tips and easy-to-follow instructions that will help you every step of the way.

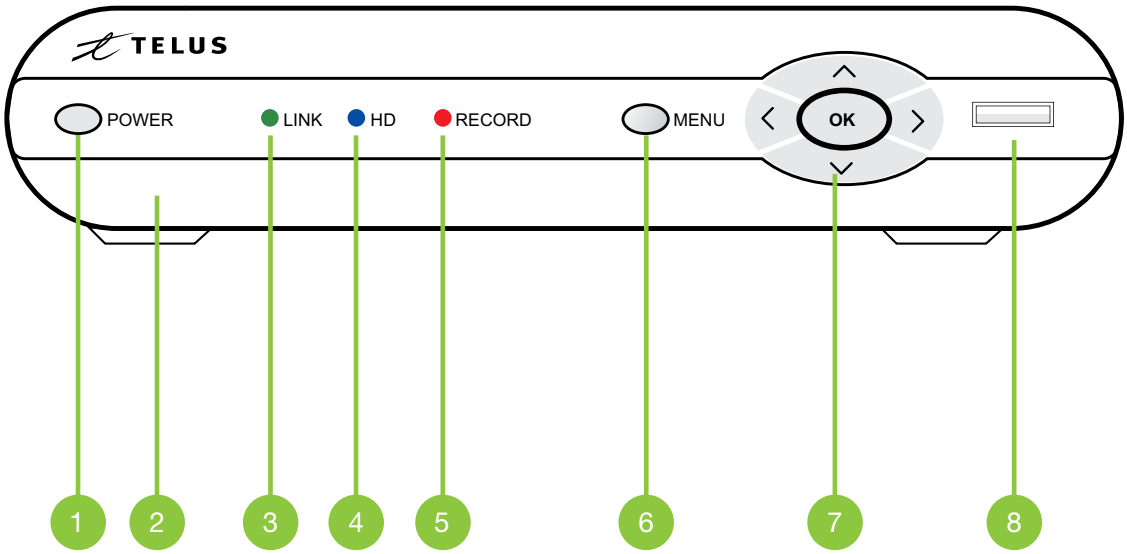
For more information, visit **telus.com/tvhelp** or call **310-MYTV (6988)**

Downloaded from www.Manualslib.com manuals search engine

Your Optik TV digital box

The following illustrations outline your digital box (HD or HD PVR) functions and connections. Digital boxes may not be exactly as shown below.

Front view

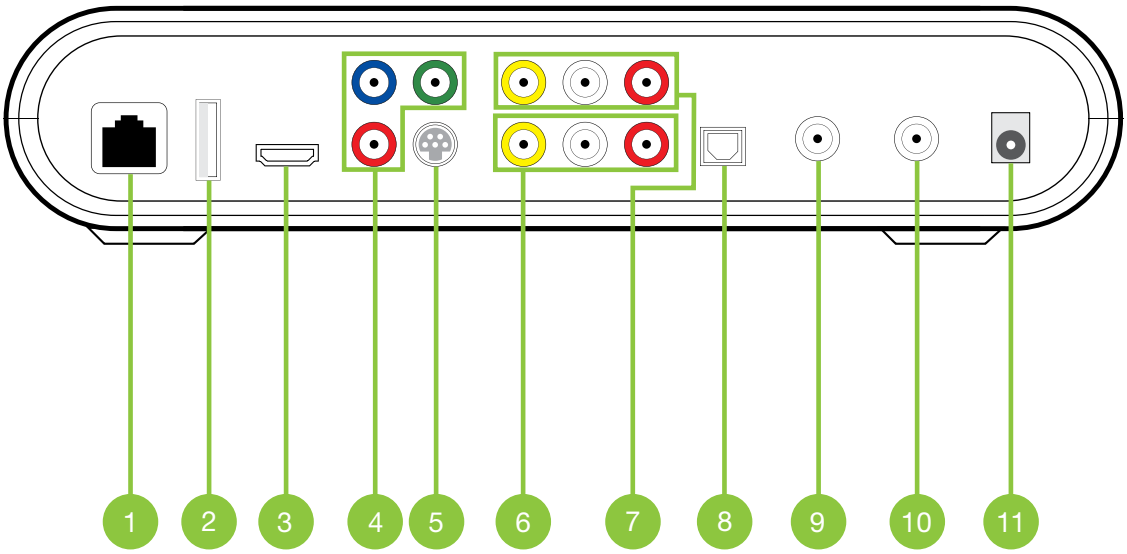


1. Power – Turns your digital box on or off and is lit when power is on
2. Model number – Identifies hardware model
3. Link – Lit when the digital box is connected to the TELUS network
4. HD – Lit when the digital box is configured to display HD content
5. Record – Lit on all digital boxes when a PVR recording is in progress
6. Menu – Displays onscreen menu
7. Navigation – Moves selection up, down, left or right
8. USB – Not currently enabled

Downloaded from www.Manualslib.com manuals search engine

Back view

model numbers: SA430, SA330, Cis430 and Cis330



1. Network In – Connects the network cable from your home network or modem
2. USB – Not currently enabled
3. HDMI (Out) – HDMI is the HD connection that contains both audio and video signals. Use for HDTVs
4. Component Video Out – Component video cables can be used for high quality signals to either HD or non-HDTVs
5. S-Video Out – S-Video is preferred for older TVs
6. RCA Video / Audio 1 Out – These connections are ideal for VCRs and older TVs The audio ports can be used independently if other video connections have been used
7. RCA Video / Audio 2 Out – These duplicate connections are available for users with multiple devices
8. Optical – This is an all digital audio connection. It is ideal for audio receivers
9. Video Out – Connects to the antenna jack on the TV
10. Video In – For TELUS installer use only
11. Power In – Connects to the supplied adapter to power the unit

Downloaded from www.Manualslib.com manuals search engine

Your remote control

Why have multiple remotes when all you need is one? The Optik TV remote is universal and works with most TVs, DVD players, VCRs and A/V receivers.

For a guide to programming your remote, watch the tutorial through the On Demand menu or online at telus.com/helpcentre or visit telus.com/optikremote

Once you have programmed your remote, select the device you want to power on by first pressing either TELUS STB, TV, DVD or AUX and then pressing POWER.

Downloaded from www.Manualslib.com manuals search engine

TELUS STB	TELUS STB	Allows you to control your digital box
TV	TV	Allows you to control your TV
POWER	POWER	Turns the device you are controlling on and off
DVD	DVD	Allows you to control your DVD player
AUX	AUX	Allows you to control an auxiliary device such as a VCR, DVD player or A/V receiver
TV/VIDEO	TV/VIDEO	Scrolls through available TV or video input sources
ON DEMAND	ON DEMAND	Displays the On Demand menu
MENU	MENU	Displays the main menu
BACK	BACK	Returns to the previous menu screen
APPLICATIONS	APPLICATIONS	Quick access to Optik TV applications
MOVE SELECTION		Moves selection up, down, left or right
OK	OK	Selects the highlighted item
EXIT TO TV	EXIT TO TV	Exits all menu screens and returns to live TV
INFO	INFO	Displays a description of the selected program
SEARCH (B)	SEARCH B	Displays the search menu
CALLER ID (C)	C CALLER ID	Displays the Call Display menu
GUIDE	GUIDE	Displays the Interactive Programming Guide
VOL + VOL –	+ VOL –	Increases volume Decreases volume
CH/PG + CH/PG -	+ CH PG –	Scrolls through the program listings and menus one page at a time
MUTE	MUTE	Turns all sound on and off
PREV	PREV	Returns to the previous channel and shows picture-in-picture of the last 5 channels you viewed
DELETE	DELETE	Deletes letters or numbers entered
OPTIONS	ENTER OPTIONS	Displays the current screen's shortcuts

The following buttons also allow you to access additional functions if you have a PVR:

RECORD	RECORD	Records live TV
REW/FF	REW FF	Reverses or fast-forwards your On Demand movie, VCR/DVD, live TV or recorded program. Repeatedly press the button to choose from 3 speeds.
STOP	STOP	Stops your On Demand movie, VCR/DVD, or recorded program
PAUSE	PAUSE	Pauses your On Demand movie, VCR/DVD, live TV or recorded program
PLAY	PLAY	Plays your On Demand movie, VCR/DVD, paused live TV or recorded program
REPLAY/SKIP	REPLAY SKIP	Reverses in 7-second intervals or fast-forwards in 30-second intervals for On Demand movie, live TV and recorded programs
RECORDED TV	RECORDED TV	Displays recorded programs and scheduled recordings

Please note that A is not currently enabled.

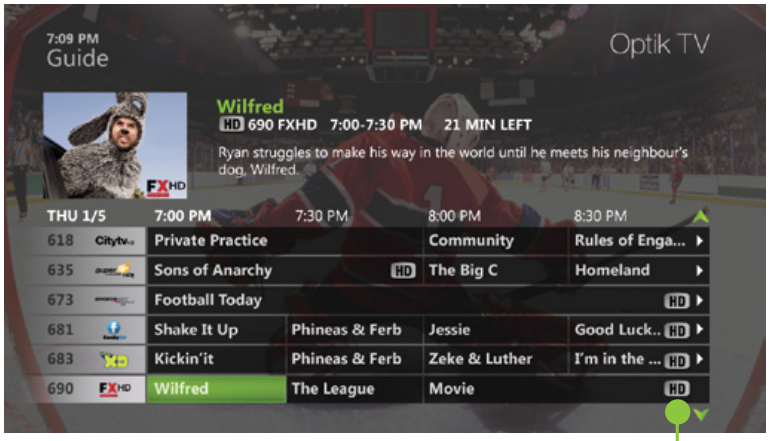
Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

High Definition TV

High Definition (HD) delivers the best picture and the best viewing experience. You will see more detail and enjoy a sharper, clearer and more vibrant picture than you would with standard definition TV. Watch your favourite shows in true widescreen and see 45% more of the picture compared to standard definition. Plus, enjoy rich, resonant sound through 5.1 Dolby® Digital surround sound. All TELUS digital boxes are HD-ready and every Optik TV package includes select HD channels.

If you have an HD TV you are ready to enjoy the HD experience. You'll find the HD channels between 600 and 695.



In the guide, HD programs are identified by an HD icon after the program title.

3D Content

3D TV is here and taking entertainment to the next level. All Optik TV hardware is 3D ready, all you need is a 3D TV and glasses. TELUS provides special event 3D programming on channel 656 included with all Optik TV subscriptions. Also, check out our 3D On Demand movies available 24/7 through the On Demand menu.

Optik TV requires your TV 3D input format to be set to Side by side to experience 3D content. Please consult your TV manual for further instructions on adjusting your 3D settings.

Quick tip

Optik TV HD PVR is ENERGY STAR® qualified. When not in use for 4 hours the PVR will automatically enter standby mode to conserve energy. But don't worry your scheduled recordings will not be interrupted.

Downloaded from www.Manualslib.com manuals search engine

Managing live TV feeds

Optik TV supports up to 6 TVs and delivers 3 live TV feeds to your household. A TV feed can be a live TV show, an On Demand program or a Pay Per View (PPV) event. If you have 2 or more TVs tuned to the same live TV program you'll only be using 1 live TV feed. Also, watching programs that have already been recorded on your PVR doesn't use a live feed.

For example, you can do one of the following:

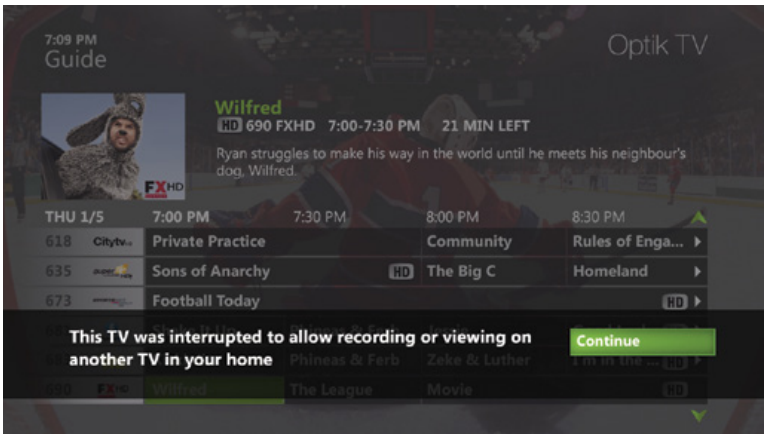
- Watch 3 different live TV programs
- Record 1 live program on your PVR and watch 2 other live programs
- Record 2 live programs on your PVR and watch a third live program
- Record 3 live programs on your PVR

The number of live HD (high definition) programs you can watch at once depends on the service in the area you live. All Optik homes can watch or record at least 1 live TV program in HD and 2 in SD (standard definition) at the same time. Depending on the service availability at your home, you may be able to watch or record 2 live TV programs in HD and a third in standard definition. In select areas, households are able to watch or record up to 4 live TV programs and 3 of the programs can be in HD.

If you try to watch or record more live TV programs than you have available feeds, your Optik TV service will present you with options to select the programs that you wish to watch or record. For example, if 3 live TV programs are being watched and a fourth TV is turned on to watch another program, you will be prompted to choose which programs you want to continue to watch or record. If you choose to interrupt a program on another TV, a message will be displayed on both affected TVs.

With your Optik TV PVR, while the live TV feeds are being used to watch or record live programs, you can watch up to 4 recorded programs on your other TVs. Viewing a recorded program does not use a live TV feed as it is stored on your PVR.

Subscribing to the Time Choice theme pack allows you to watch or record your favourite programs outside your local time zone with time shifting and will help you manage usage of your live feeds. This means you can watch or record your favourite programs earlier when it is more convenient for you.



Quick tip

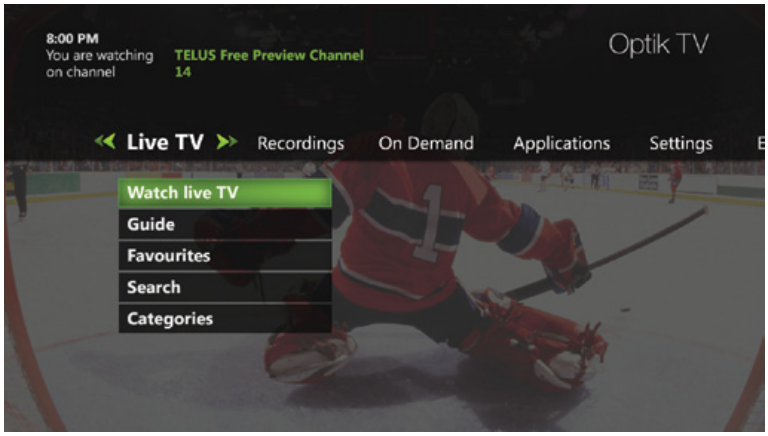
Turning off one of your digital boxes will free up a live TV feed

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

Using the menu

Use the menu to quickly access the Live TV, Recordings (PVR only), On Demand, Applications, Settings and Help Centre drop down menus.



Here is a brief description of each drop down menu:

Live TV

Watch live TV	Allows you to watch a live TV program
Guide	Accesses the program guide
Favourites	Accesses your customized favourites list
Search	Allows you to easily find your favourite TV shows, On Demand and PPV programs
Categories	Lists channels that are grouped together by subject matter, genre or content provider

Recordings (PVR only)

View recordings	Lists all in progress and completed recordings
Scheduled	Lists all future recordings
Add a recording	Allows you to record a program using search, the guide or by entering the channel number and recording time
Remote record	Set up your remote recording account and access FAQ's
PVR storage	Shows how much storage space is remaining on your PVR

Downloaded from www.Manualslib.com manuals search engine

On Demand

On Demand	Lists all videos by category
Rentals	View your current rentals, your wish list and rental history
Search	Allows you to easily find your favourite On Demand titles

Applications

Facebook	Surf Facebook right on your TV
Musicroom	Allows you to easily access commercial-free Galaxie music channels across a wide range of genres and local radio stations from different cities
Call Display	Allows you to see the name and number of who is calling right on your TV
TumbleBooks TV	Choose from a library of over a hundred popular kid's books and enjoy interactive read-alongs
Black's Photo	login with your Black's account and create a custom slide show to share photos on your TV
TELUS Calendar	The TELUS Calendar is available on Optik TV

Settings

General	Allows you to turn system sound effects on or off, access system information and troubleshoot your connection
Television	Allows you to customize your guide, favourites list, screen aspect ratio and closed captioning
Audio	Allows you to activate descriptive video and change your digital audio output settings
Parental Controls	Allows you to block On Demand titles, PPV events and programs by channel, rating or content.
Restart system	Reboots your digital box. All your user settings will be saved.
Optik TV Account	Create an Optik TV account to use applications like remote record and Optik on the go

Help Centre

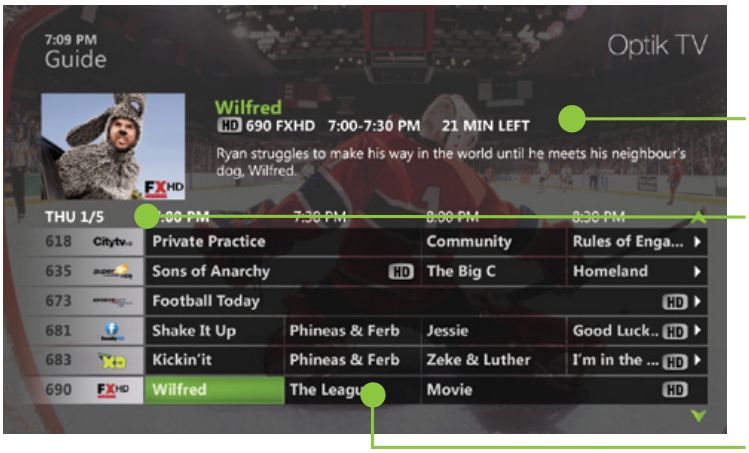
Help Centre	Access Optik tutorials On Demand to learn more about how to get the most out of your Optik services

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

Using the onscreen guide

Use the guide to find out which shows are on and which ones are coming up.



Information
Provides details about a highlighted program including the title, time, rating, description and cast information if available.

Guide
Displays program listings by time and channel.

Programming view
Displays 2 hours of program listings.

1 Press GUIDE.

2 Use ^ v to scroll through and highlight a program.

3 Press OK to change the channel to that program.

Quick tip

To view a list of all programs on a channel, use < to highlight the channel logo and number and press OK.

Quick tip

To go forward or backward in the guide in 24-hour intervals, press REW ◀◀ ▶▶ FF.

Downloaded from www.Manualslib.com manuals search engine

Picture-in-Picture browsing

Find out what's playing on other channels without missing a moment of what you are currently watching.

1 Press or to scroll through the program listings while watching live TV.

2 Press OK to select a program or to get more information about an upcoming program.

3 Press EXIT TO TV to close the browse panel.

Surf zones

Optik TV channels are organized by surf zones in the guide. That way, similar channels like sports, news or lifestyle are all grouped together so you can easily surf through your favourite channels.

Surf zone	Channels	Surf zone	Channels
Recorded TV	1	Movies	220–249
Local	2–18	Music	250–399
Networks	19–68	French	400–498
Family	69–89	International	500–597
News	90–105	High Definition	598–899
Sports	106–133	Mature	900–959
Lifestyle	140–169	Premium Sports	1001–1049
Variety	170–199	Radio stations	3696–3898
Learning	200–218		

Quick tip

When you press PREV on your remote Optik will change channels to the last channel you were watching. You will also see a pop up of the last 5 channels you viewed with picture-in-picture. This pop up will disappear after 10 seconds or press PREV again to exit this screen immediately.

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

Categories

Categories are channels grouped together by subject matter, genre or content provider. By selecting a category, only the corresponding channels will appear in the guide.

1 Press MENU.

2 Use to select Categories under Live TV and press OK.

3 Use to select one of the following channel categories and press OK.

- HD
- PPV
- Family
- News
- Sports
- Lifestyle
- Movies
- Music
- En Français

Customizing your guide

Customize your guide so that it shows only the channels you watch the most.

1 Press MENU.

2 Use to select Settings.

3 Use to select Television and press OK.

4 Use to select Customize your guide and press OK.

5 Use to highlight available channel(s) and press OK to add or remove the channel(s).
A green checkmark will appear next to the channel(s) that are included in the guide.

6 Navigate to Save and press OK to save your changes.

Downloaded from www.Manualslib.com manuals search engine

Favourites list

You can customize your onscreen guide to display only the channels you want to view by creating a favourites list. A separate favourite list can be created on each digital box.

Creating your favourites list

1 Press MENU.

2 Use to select Favourites under Live TV and press OK.

3 Use to select Set up favourites and press OK.

4 Use to highlight the available channels and press OK to add it to the favourites list.

5 Navigate to Save and press OK to save your changes. A green checkmark will appear next to the channels that are included in your favourites list.

Selecting your favourites list

1 Press MENU.

2 Use to select Favourites under Live TV and press OK.

Editing your favourites list

1 Press MENU.

2 Use to select Settings.

3 Use to select Television and press OK.

4 Use to select Set up favourites and press OK.

5 Use to highlight the available channels and press OK to add or remove the channel(s). A green checkmark will appear next to the channels that are included in your favourites list.

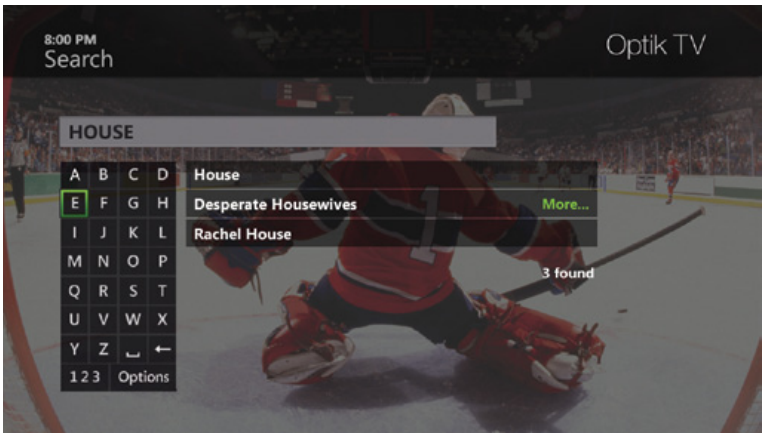
6 Navigate to Save and press OK to save your changes.

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

Using search

Use search to quickly and easily find your favourite TV shows, On Demand titles and PPV events.



1 Press SEARCH B to access the search screen.

2 Press ENTER OPTIONS to search by one of the following:

- Title of a TV show, On Demand or PPV program
- Name of a person (actor/actress/director)

3 Navigate to highlight the first letter you are entering and press OK.

4 Repeat step 3 to enter more letters.

a. To enter a number, navigate to 123 and press OK.

b. Navigate to highlight a number and press OK.

c. To return to the alphabet, navigate to ABC and press OK.

5 Navigate to highlight the desired search result and press OK to view upcoming episodes of the same program or different programs with the same cast.

6 Use to highlight the program title and press OK.

7 Use to highlight the desired option and press OK.

Quick tip

Quickly search by using the number keypad on your remote to spell the name of the person or program you are looking for.

Downloaded from www.Manualslib.com manuals search engine

On Demand

With On Demand you can order great films and enjoy full control to start, pause, rewind and fast-forward. Choose from hundreds of titles, including Hollywood blockbusters, timeless classics and a wide variety of titles available in HD. Plus check out TV On Demand to watch great shows and movies when it's convenient for you. To find out what's playing, go to channel 15 or check out the On Demand menu.

If you want to prevent unauthorized rentals, create a rental locking PIN. Refer to page 21 to learn how.

Check out the TV On Demand category. TV On Demand shows and movies are free to watch with subscription to the channel.

Renting an On Demand program

1 Press ON DEMAND .

2 Use to select a category in the main menu. Use arrow to browse a desired category.

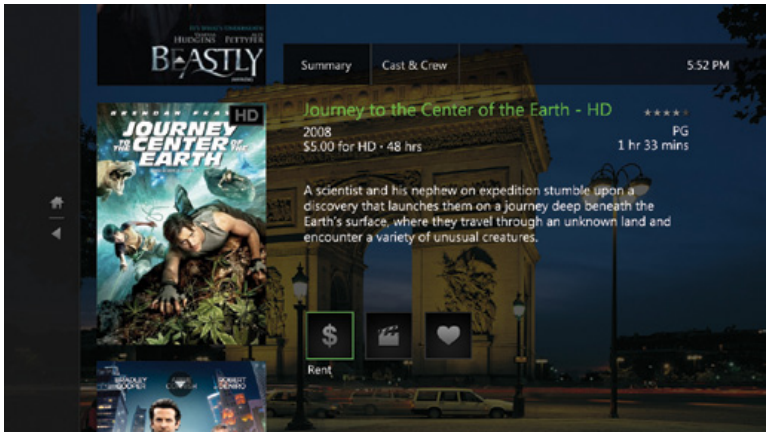
3 Use to browse titles. Press OK to select the title. A Program Summary screen will appear for you to rent the video, watch a preview, or save to wishlist.

4 Select Rent, and press OK .

5 Navigate to Rent for $ and press OK to confirm rental. The video will begin playing immediately.

You will see the charge for your purchase on your next TELUS bill. If you watched a TV On Demand title there will be no charge for viewing.

If you have blocked adult-rated content, the titles of the adult films will not appear in the On Demand menu within the adult category. To view these titles refer to page 22 to learn how to disable your Parental Controls.



Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

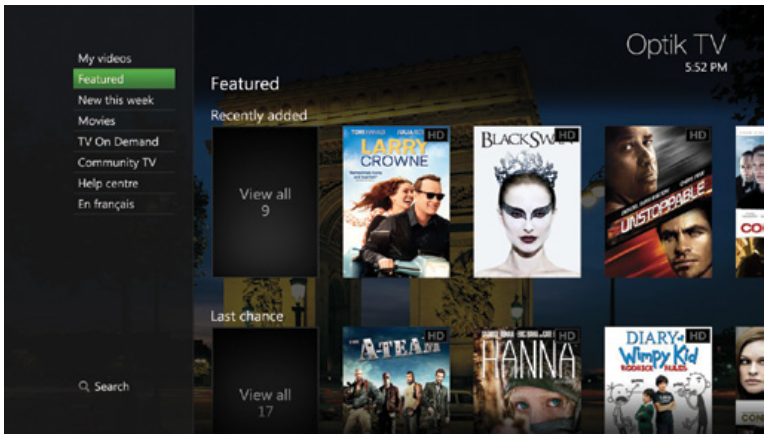
Watching a rented On Demand program

Watch your rentals as many times as you want within the rental period (48 hours for most rentals).

1 Press ON DEMAND or tune to channel 235 to view your current rentals.

2 Use to select My Videos folder. Use to enter My Rentals. Use to select the movie you would like to watch and press OK .

3 Use to Watch icon to start playing the movie.



New features for On Demand

My Wishlist – Bookmark movies that you would like to watch by selecting the heart icon on the program information page. To view the movie titles on your wishlist, simply select My Videos, and then My Wishlist.

Search – Quickly find a movie by searching for the title, actor/actress or director.

Downloaded from www.Manualslib.com manuals search engine

Pay Per View (PPV)

Invite your friends and family over for a live PPV event and give everyone a front row seat to the action. From great events to live sports, like WWE® and UFC® events. TELUS PPV has entertainment for everyone.

To prevent unauthorized purchases of PPV events, create a rental locking PIN. Refer to page 21 to learn how.

Purchasing a PPV event

PPV events in standard definition are ordered through channels 135 and 136 and HD events through channels 675 and 676. Charges will appear on your next month's bill.

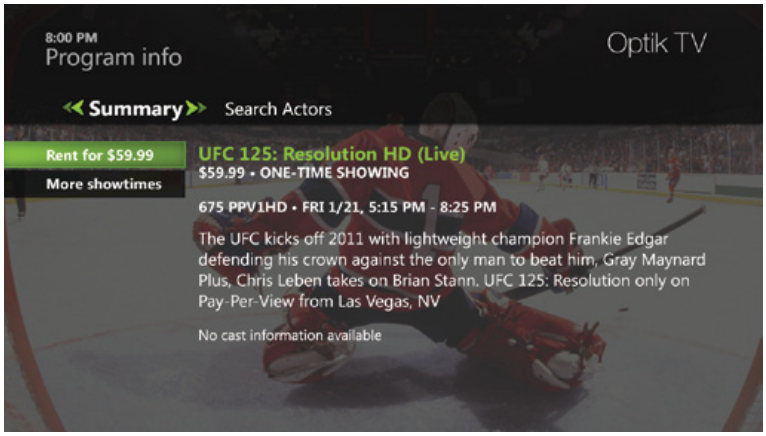
1 Press GUIDE.

2 Navigate to highlight the PPV event that you want to purchase and press OK.

3 Press INFO to display the Program info screen for that event.

4 Navigate to Rent for $ and press OK.

5 Navigate to Rent for $ and press OK. A rental confirmation message will appear on your screen.



Cancelling a PPV purchase

To cancel your PPV purchase, please do so before the event starts by calling 310-MYTV(6988). Once the event starts, you will not be able to cancel the purchase.

Recording a PPV event

If you have a PVR you can record a PPV event once it has been purchased. See Recording a single episode on page 25 to learn how.

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV service

Call Display on your TV

If you have Call Display on your TELUS Home Phone, you can see the name and number of who's calling right on your TV screen. Take the call or wait until your show is done. To find out more or subscribe to Call Display, call 310-MYTV (6988).

Call Display settings

1 Press C CALLER ID .

2 Use to select Call Display settings and press OK .

3 Navigate to Enable Call Display and press OK to turn Call Display on or off.

4 Use to select the desired notification timeout period and press OK . This allows you to select the length of time you'd like the Call Display pop-up to appear on your screen.

5 Navigate to Save and press OK .

Downloaded from www.Manualslib.com manuals search engine

Parental Control

Not all shows are meant for all eyes, which is why you're in control of what your family watches. Parental Controls must be configured on each of your digital boxes with your PIN and will allow you to block programs by channel, rating and content. You'll also need this PIN to modify your settings, view blocked content or change your PIN.

Creating a Parental Control PIN

1 Press MENU.

2 Use < > to select Settings.

3 Use ^ v to select Parental Controls and press OK.

4 Use ^ v to select Parental Controls and press OK.

5 Create a 4-digit PIN using the number pad on your remote control..

6 Confirm the 4-digit PIN by re-entering the PIN.

Creating a rental locking PIN

Prevent unauthorized rentals of On Demand or PPV programs by creating a rental locking PIN. This PIN is independent of your Parental Control PIN.

1 Press MENU.

2 Use < > to select Settings.

3 Use ^ v to select Parental Controls and press OK.

4 Use ^ v to select Rental locking and press OK.

5 Create a 4-digit PIN using the number pad on your remote control..

6 Confirm the 4-digit PIN by re-entering the PIN.

7 Press OK to select Rental locking.

8 Use < > to select Save and press OK.

Downloaded from www.Manualslib.com manuals search engine

Blocking and unblocking programs

Block or unblock programs by channel or content rating.

1 Press MENU.

2 Use < > to select Settings.

3 Use ^ v to select Parental Controls and press OK.

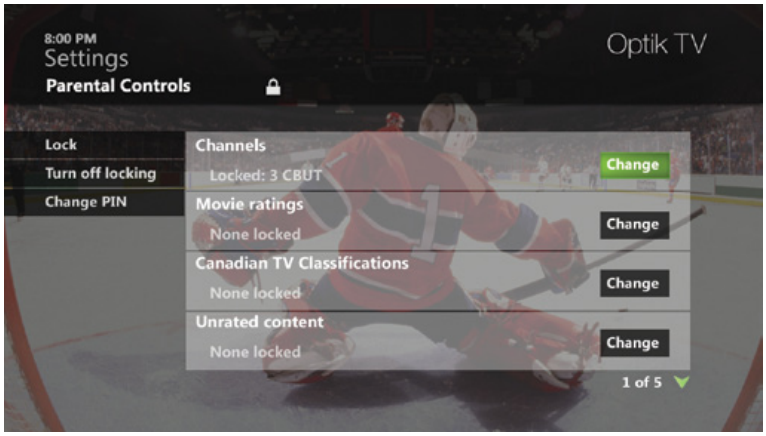
4 Use ^ v to select Parental Controls and press OK.

5 Enter your 4-digit Parental Control PIN with the number pad on your remote control.

6 Use ^ v to highlight Change next to the blocking option you want to use and press OK.
Refer to the blocking option table on page 23 to choose your preferred blocking option(s).
You must lock the Adult programs option to block adult rated content.

7 Use ^ v to make you selection and press OK.

8 Navigate to Save and press OK.



Downloaded from www.Manualslib.com manuals search engine

BLOCKING OPTION	DESCRIPTION
Channels	Allows you to block selected channels
Movie ratings	Allows you to block programs rated G, PG, 14A, 18A, R or A When you choose to block by rating, all programs with higher ratings will also be blocked. To block Adult Movies you must set the adult program to locked.
Canadian TV classifications	Allows you to block programs rated E, C, C8+, G, PG, 14+ or 18+ When you choose to block by rating, all programs with higher ratings will also be blocked. To block Adult TV programs you must set the adult programs to locked.
Unrated content	Allows you to block programs that are not rated e.g. educational programs and movies released before 1960s
Adult programs	Allows you to block programs rated A or AO When you choose to block adult programs, the program title and information will be blocked from appearing in the guide. Other blocking options will not hide the adult titles or program information unless this setting is set to locked.

Watching a blocked program

You can access blocked programs temporarily with your Parental Control PIN.

1 Tune to the blocked program and press OK.

2 Enter your Parental Control PIN in the text box.

3 Use to select one of the following options and press OK.

- Don't unlock
- Unlock this program – The program will be automatically locked again after 2 hours
- Unlock all TV for 2 hours – All blocked programs on this TV will be unlocked for 2 hours (option not available if there is blocked adult content).

If rental locking is enabled for an On Demand or PPV program, you must first enter your rental locking PIN to access the program. You will then need to enter your Parental Control PIN to watch the blocked program.

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV PVR

Your Optik TV HD PVR puts you in total control of your TV viewing. You can record, pause and replay your favourite shows at the touch of a button. Now you can watch what you want, when you want.

PVR Anywhere

With PVR Anywhere, one PVR is all you need to get full PVR functionality on any digital box in your home. You can pause a recorded show you have been watching in your living room and pick up where you left off in the kitchen or den. You can also schedule and access recordings from any room in your home, and even watch the same recording from different rooms at the same time and control them separately. Plus pause, rewind and fast-forward live TV from any TV with a digital box.

With Optik TV one PVR is all you need for your whole home. To have full PVR functionality on other TVs in your home all you need is a digital box.

Resuming a recorded program on a different TV

1 Press STOP on the recorded show you are watching.

2 Go to another TV and turn on the digital box.

3 Press RECORDED TV.

4 Use ^ v to select the same show and press OK.

5 Select Resume play and press OK to start viewing the recording from where you left off.

Controlling live TV

When you're watching a show, your PVR will save it for up to 90 minutes, so you can pause, rewind and fast-forward whenever you like on the TV connected to your PVR. Once you've paused live TV, a status bar will show you where you are in the program and how much has been temporarily saved.

If you pause for longer than 90 minutes, the program will automatically start playing from the point where you paused it. All temporarily saved live TV will be deleted once you change the channel or turn your TV off. Remember, if you'd like to save a show, be sure to record it.

The shaded green segment indicates saved program.

The bright green cursor indicates where you are within the saved program.

When the cursor is at the far right of the green shaded segment, you are at the current time in the program.

Downloaded from www.Manualslib.com manuals search engine

PVR menu

Quickly and easily manage your recordings through the PVR menu.

1 Press RECORDED TV.

2 Use < > or ^ v to access your recordings, edit your recording settings, or add a recording.

Recording programs

When a program is being recorded, a red record icon will be displayed in the guide regardless of which digital box you are watching TV on. The record light will remain lit on all your digital boxes, including your PVR, during a recording.

Quick tip

Sometimes programs, like sporting events, will run a little longer than their scheduled time. But if you extend the recording time (see page 30) you can be sure you won't miss a minute.

Recording a single episode

1 Press GUIDE.

2 Navigate to the program that you wish to record.

3 Press RECORD.

Downloaded from www.Manualslib.com manuals search engine

Using your Optik TV PVR

Recording a series

1 Press GUIDE.

2 Navigate to the program that you want to record.

3 Press RECORD twice. A series record icon will appear in the program guide.

Stopping a recording

1 Press RECORDED TV.

2 Use ^ v to select the program you wish to stop recording and press OK.

3 Use ^ v to select Stop recording and press OK.

Cancelling a future recording

1 Press RECORDED TV.

2 Use < > to select Scheduled.

3 Use ^ v to select the program that you wish to cancel recording and press OK.

4 To cancel a recording of:

- An episode – select Don't record, press OK and then select Cancel episode or Cancel recording and press OK.
- A series – Use ^ v to select Series record info, press OK, then select Cancel series, press OK, select Cancel series and press OK.

Downloaded from www.Manualslib.com manuals search engine

Checking the available space on your PVR

1 Press MENU.

2 Select Recordings.

3 Use to select PVR Storage and press OK.

Deleting a recorded program

1 Press RECORDED TV.

2 Use to highlight the recorded program that you want to delete and press OK.

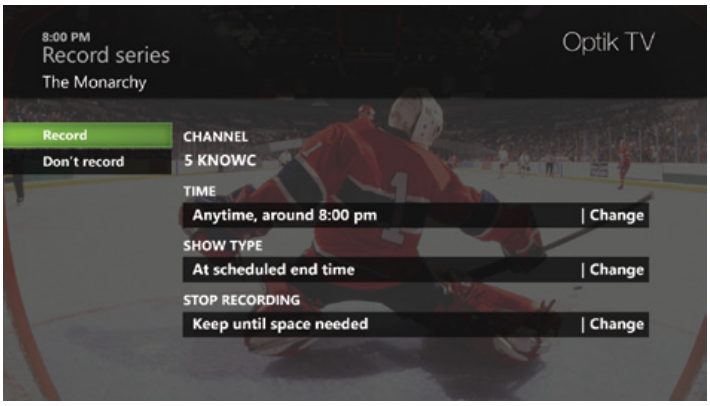
3 Use to select Delete and press OK.

4 Use to select Delete and press OK to confirm deletion.

Downloaded from www.Manualslib.com manuals search engine

Customizing recording settings

No matter what time an episode of your favourite show ends, you can customize your settings to extend recording time or protect it from being deleted. And if you'd like to save an entire series, you can also customize the start time, extend recording time and choose whether you want to record first runs as well as reruns.



1 Press GUIDE.

2 Navigate to the program that you want to record.

3 Press INFO.

4 Navigate to Record episode or Record series and press OK.

- To extend a recording time:
  a. Navigate to STOP RECORDING and press OK.
  b. Use to select a time period and press OK.
- To protect your recordings from being deleted automatically:
  a. Navigate to KEEP UNTIL and press OK.
  b. Use to select one of the following and press OK.
  - Keep until space needed – Deletes the program automatically when space is needed
  - Keep until I delete – Stores the program until it is manually deleted
- To change the time slot that you prefer a program series to be recorded in:
  a. Navigate to TIME and press OK.
  b. Use to select the desired option and press OK.
- To indicate whether first run and rerun of a series will be recorded:
  a. Navigate to SHOW TYPE and press OK.
  b. Use to select First run only or First run & rerun and press OK.

5 Navigate to Record and press OK.

Downloaded from www.Manualslib.com manuals search engine

Watching a recorded program

1 Press RECORDED TV.

2 Use to select the recorded show that you want to watch and press OK.

3 Select Play and press OK to view the recording from the beginning.

Your recorded program will stop if you tune to another channel. You can resume watching exactly where you left off by either going to channel 1 or by pressing RECORDED TV to view the Recorded TV menu.

Unlocking a recorded program

1 Press RECORDED TV.

2 Use to select the recorded show that you want to watch and press OK.

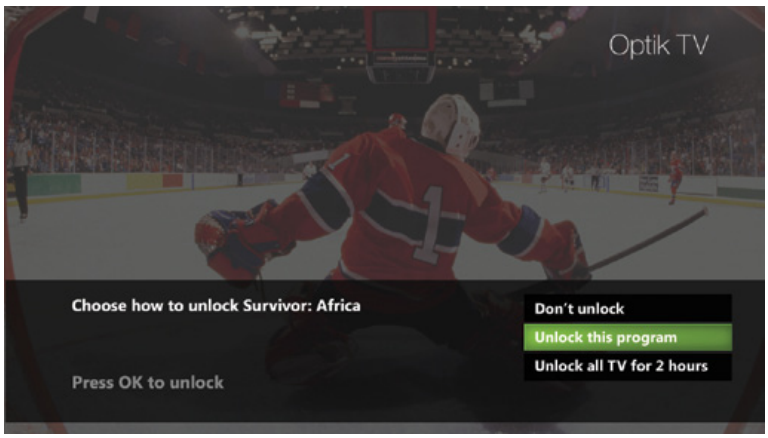
3 Select Play and press OK.

4 Press OK to unlock the recorded program.

5 Enter your Parental Control PIN.

6 Use to select one of the following options and press OK.

- Don't unlock
- Unlock this program – The program will be automatically locked again after 2 hours
- Unlock all TV for 2 hours – All blocked programs on this TV will be unlocked for 2 hours (option not available if there is blocked adult content).



Downloaded from www.Manualslib.com manuals search engine

Managing recording conflicts

When everything you want to watch just happens to be on at the same time, there's no need to miss any of them. Record up to 3 programs at a time, on any TV in your home.

If you try to record more than 3 programs or too many HD programs at a time, a Recording conflict screen will appear to help you resolve the conflict.

Resolving a recording conflict

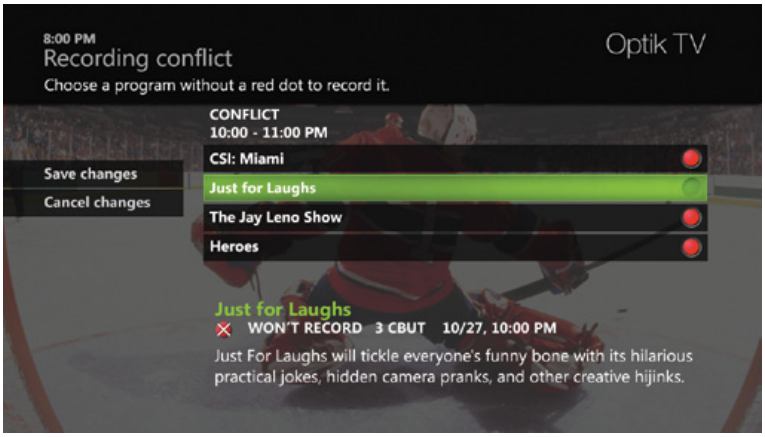
1 To cancel recording the program that caused the conflict, use to select Don't record and press OK;

or

To resolve the conflict by changing which programs to record, use to select Resolve conflict and press OK.

2 Use to select the program(s) you want to record and press OK. All the other program(s) will no longer be marked with a red record icon. Until a conflict is resolved the program(s) will still be scheduled but will not record. This will be indicated by a crossed-out red record icon.

3 Navigate to Save changes and press OK.



Downloaded from www.Manualslib.com manuals search engine

Applications

Applications

Optik TV offers great applications that put you in control to make TV convenient for you. On your Optik remote press APPLICATIONS to launch the TV applications menu.

A subscription to Optik High Speed is required to access some apps. If you are not subscribed, the app will appear greyed out.

Watch Optik TV on your smartphone, tablet or computer

Watch TV shows and movies On Demand straight from a smartphone, tablet or computer. To get started, set up an Optik TV account, then download the Optik TV app to your device or go to telus.com/optiktvonline

Remote Record

With remote record you can schedule and manage your PVR recordings when you're away from home with a smartphone, tablet or Internet-connected computer.

TumbleBooks TV

Choose from a library of over a hundred popular kid's books and enjoy interactive read-alongs.

Facebook

Surf Facebook right on your TV screen. Check status updates, view photos in a full screen slide show and tell your friends what you're watching with the click of a remote.

Call Display — see page 20

See the name and number of who is calling you on your TV screen.

Musicroom

Enjoy your favourite Galaxie or local radio station on Optik TV's Musicroom.

New and coming soon

Multi-View — Catch all the live action on up to 4 of your favourite channels at once.

Twitter — Post your tweets right on your TV screen and keep up with the latest tweets about the program you're watching.

Weather Network App — Get access to weather conditions and weather alerts 24 hours a day, 7 days a week.

Find out more

To find out how to set up an Optik account and use these applications check out the tutorial videos through the On Demand menu ON DEMAND under help centre or online at telus.com/helpcentre. For written instructions go to telus.com/tvhelp

Plus, we are always working on more great features. Check telus.com/optik for the latest features.

Downloaded from www.Manualslib.com manuals search engine

Screen aspect resolution

Using your TV's user guide as a reference, you can adjust your screen settings by choosing the most suitable resolution from this list and then following steps 1 to 8:

- 4:3 standard definition
- Widescreen standard definition
- 720p High Definition
- 1080i High Definition

1 Press MENU.

2 Use > to highlight Settings.

3 Use ^ v to select Television and press OK.

4 Use ^ v to select Screen aspect ratio and High Definition and press OK.

5 Use ^ v to select the setting that is appropriate for your TV.

6 Navigate to Continue and press OK.

7 Navigate to Start test and press OK. The system will verify whether your TV can display the selected setting.

8 If you can see the video on your screen, use ^ v to select Keep setting and press OK to save.

Or if you see a black screen, your TV may not be able to display the selected setting or it may not be properly connected to your digital box. Use ^ v to choose another setting or check your cables to ensure proper connection between your TV and digital box.

Quick tip

To remove the black bars that appear on both sides of the screen when you watch standard definition programming on an HDTV, press ENTER OPTIONS and use ^ v to select the optimum setting for your TV.

Downloaded from www.Manualslib.com manuals search engine

Descriptive video

Descriptive video is a feature available on select programs for the visually impaired that provides audio descriptions of the visuals in a program.

1 Press MENU.

2 Use < > to select Settings.

3 Use ^ v to select Audio and press OK.

4 Use ^ v to select Audio language and press OK.

5 Use ^ v to select Descriptive video and press OK.

6 Navigate to select Save and press OK.

Digital audio output

Digital audio output allows you to adjust your audio settings.

1 Press MENU.

2 Use < > to select Settings.

3 Use ^ v to select Audio and press OK.

4 Use ^ v to select Digital audio output and press OK.

5 Navigate to select Stereo or Surround sound and press OK.

6 Navigate to select Save and press OK.

Downloaded from www.Manualslib.com manuals search engine

Frequently Asked Questions

Please visit telus.com/tvhelp and look under the FAQ section for a complete list of frequently asked questions.

Are all Optik TV channels digital?
Yes. Optik TV is a 100% digital television service.

Will Optik TV affect my home phone service?
No, your home phone will not be affected.

Will I be able to watch digital TV on my existing TV?
Yes. A Optik TV digital box receives the digital TV signal and converts it into a format that works with your existing TV. This allows you to enjoy digital picture and sound on all channels.

How many TVs can I watch Optik TV on?
Optik TV supports up to 6 TVs. At any one time you can watch live TV on 3 TVs. If you have a PVR, you can watch your recordings on the rest of your TVs.

How many favourites lists can I create?
You can create separate favourites list on each digital box. Please see page 15 to learn how to create your favourites list.

How can I control what my children are watching?
Parental Controls allows you to block programs by title, rating or content. Please refer to Parental Control section on pages 21 to 23.

Why does my digital box turn off after 4 hours?
Optik TV HD PVR is ENERGY STAR® qualified. When not in use for 4 hours the PVR will automatically enter standby mode to conserve energy. But don't worry your scheduled recordings will not be interrupted.

What is the difference between On Demand and Pay Per View?
On Demand offers a selection of movies and TV shows that you can rent at any time and watch as many times as you want within the rental period. PPV events are usually live events and start at a specific time set by the content provider. If you have a PVR, a PPV event can be recorded, unlike a On Demand rental.

How do I return to watching a On Demand rental after I've turned to another channel?
You can press the previous button on your remote if your On Demand rental is the last program you watched. Alternatively, turn to channel 235 or press the Video On Demand button on your remote control.

What should I do if I have problems with my Optik TV service?
Please see Troubleshooting your Optik TV system on pages 35 to 36 first, as there may be an easy fix. If you are still unable to solve the problem, contact us at 310-MYTV (310-6988).

How can I order another remote control?
You can order another Optik TV remote control by calling 310-MYTV (310-6988). A new remote control will be shipped to you within a few days. Charges may apply.

Downloaded from www.Manualslib.com manuals search engine

Is my PVR a digital box?
Yes. Your PVR is an HD digital box with additional functionality that allows you to record, pause and replay live TV.

Can I pause, rewind and fast-forward live TV from any TV in my home?
Yes. You will have full PVR functionality on any TV connected to an Optik digital box as long as another TV in your home is connected to a PVR. An Xbox 360 can also have PVR functionality when it is used in the same home as a PVR.

How long can I pause live TV for?
With a PVR, you can pause live TV for up to 90 minutes. After 90 minutes the paused program will start playing again.

What happens when my PVR's storage space is full?
If all your recordings are protected and your PVR's storage space is full, a pop-up will warn you and your PVR will stop recording. You can check how much space you have available on your PVR by following the instructions on page 27.

What happens if I don't protect my recordings?
If your recordings are not protected, when less than 10% of disk space is remaining, your PVR will start deleting starting with the oldest unprotected recordings. To find out how to protect your recordings, see Customizing recording settings on page 28.

How do I see how much recording space I have left on my PVR?
Press the menu button, select recordings, then use the down arrow button to select PVR Storage and press OK. See page 27.

How much can I record on my PVR?
This will vary depending on the type of PVR you have. You will be able to record at least 55 hours of HD programming or 140 hours of standard definition programming.

How many programs can I record at once?
At a minimum you can record 3 live programs at once on your PVR, and one of these programs can be in HD. Depending where you live you may be able to record more than 1 show in HD at a time.

How many recordings can I watch simultaneously?
Up to 4 recorded programs can be viewed simultaneously, one of which has to be viewed on the TV connected to your PVR.

Can I schedule a recurring recording?
Yes. See page 26 for instructions under Recording a series.

If I pause live TV on channel 5, then change to channel 6 for a bit, can I go back to watch what I missed on channel 5?
No. If you change the channel, the live TV program that was saved temporarily by your PVR will be deleted. If you would like to be able to watch the program again, ensure that you record the program.

If an onscreen Call Display pop-up appears during a recording or if I view the menu screen, will these images be recorded?
No, your PVR will only record the program you are watching.

Can I watch a previously recorded program while recording a live program?
Yes, recorded material is stored on your PVR's hard drive and watching it does not interfere with recording live TV.

Can I record a PPV or On Demand program with my PVR?
You can record a PPV event but you cannot record an On Demand program.

If my PVR is off, will it still record a scheduled program?
Yes, your PVR will turn on to start recording and turn off when the recording is completed.

If I reboot my PVR will I lose my scheduled recordings?
No, all of your scheduled recordings will be saved.

Downloaded from www.Manualslib.com manuals search engine

Troubleshooting your Optik TV system

PROBLEM	POSSIBLE SOLUTION
Cannot turn on my Optik TV digital box	■ Try pressing the front panel power button on your digital box. ■ Make sure that all your power cords are completely inserted into a power outlet. ■ Ensure that your TV set is plugged into a working power outlet. ■ If the Optik TV digital box is plugged into a power bar or surge protector, make sure that the power bar is on and has not tripped. If it has tripped, press the reset button on the power bar to restore power. ■ If the digital box is connected to a switched electrical outlet, make sure that the switch is on. ■ If the green LED light at the front of the Optik TV digital box lights up, your box is now on and working.
The Optik TV digital box does not initialize	■ Check to ensure that your modem or router is operating and that all cords are properly connected. ■ Turn the power on the digital box off and on.
No picture or poor picture quality	■ Check to ensure that your TV is set to the right video input. ■ Ensure that the TV channel is set to the appropriate channel to match the settings on your Optik TV digital box and VCR/DVD (Video 1, 2, etc.). ■ Check the back of your Optik TV digital box and any additional devices to ensure that all of the cables are firmly connected. ■ Make sure that all the connections are made according to the appropriate configuration for your particular requirements.
Optik TV digital box does not respond to my remote control unit	■ Check the batteries in your remote. ■ Press the TELUS STB button at the top of the remote. ■ Change channels using the buttons on your digital box. If this works, check the remote control batteries. ■ Note if the buttons light up when you press them. If not, check the remote control batteries. ■ If your remote control works with your Optik TV digital box but not with your TV or VCR/DVD, try re-programming the remote control using the codes in the remote control user guide available on telus.com/tvhelp. ■ Ensure that there is a clear path between the remote control and the equipment. If necessary, clean the infra-red receivers on the equipment.

Downloaded from www.Manualslib.com manuals search engine

PROBLEM	POSSIBLE SOLUTION
No audio or poor audio quality	■ Check to ensure that the audio output cables from the Optik TV digital box to the TV are firmly connected. ■ Change the Digital audio output setting from Surround sound back to Stereo.
The power light on the Optik TV digital box is on, but I have a snowy screen on my TV	■ If your TELUS remote control is programmed to control your TV, press the TV button, and then press the TV/Video button to cycle through your video inputs. ■ Refer to your TV's remote control setup guide to change inputs on your TV. ■ If you are unable to switch between video inputs by using your remote(s), refer to your TV's user guide for further instructions. ■ Check to ensure that your cables are firmly attached.
Some programs have black bars on the side of the screen	■ The black bars appear when you watch standard definition programming on your HDTV. You can minimize or remove the black bars on the side of your screen by pressing OPTIONS on your remote control and navigate to select the optimum setting for your TV.
The Optik TV digital box seems to be stuck or frozen on a screen	■ Try pressing the MENU button on your remote control. ■ If the MENU page is not displayed, initiate the reset procedure as described below.

If you're still unable to solve the problem, try resetting the digital box by unplugging it from the power outlet for at least 10 seconds and plugging it back in. This resets the device and usually resolves most problems related to the box. If the problem persists, please visit telus.com/tvhelp or call 310-MYTV (6988).

Downloaded from www.Manualslib.com manuals search engine

Key customer records and contact information

Registration numbers

Optik TV digital box 1

registration # device ID #

Optik TV digital box 2

registration # device ID #

Optik TV digital box 3

registration # device ID #

Optik TV digital box 4

registration # device ID #

Optik TV digital box 5

registration # device ID #

Optik TV digital box 6

registration # device ID #

Downloaded from www.Manualslib.com manuals search engine

Remote control codes

TV model #	code:
DVD model #	code:
A/V model #	code:
VCR model #	code:
other model #	code:
other model #	code:

For information on how to program your remote watch the tutorial on the On Demand help centre or online at telus.com/helpcentre

How to contact TELUS

Have questions? Just call 310-MYTV (6988)

Check out our Optik TV tutorial videos through the help centre in the On Demand menu or online at telus.com/helpcentre

Or if you'd like to tell us how we're doing, please email tvfeedback@telus.com

For the most up-to-date information on Optik TV, visit telus.com/optiktv

Service and maintenance

Your Optik TV digital box doesn't contain any user-serviceable parts, and removing the cover may expose you to dangerous voltage and other electrical hazards.

You will also want to avoid connecting any equipment to the USB ports on the back of your Optik TV digital box. They're for future use only and you could potentially damage both the equipment and the digital box.

Cleaning

Wipe with a damp cloth when necessary. Do not use liquid or aerosol cleaners.

Downloaded from www.Manualslib.com manuals search engine

Optik TV Agreements

You should review the following two agreements carefully prior to using the Optik TV Services. Your use of the Optik TV Service and equipment is subject to the terms of the applicable agreements below.

(1) Optik TV Service Terms

(2) Terms of Sale for Equipment

The Terms of Sale for Equipment will not apply to you if the Optik TV equipment is rented/loaned to you by TELUS. Terms and conditions relating to rental/loan of Optik TV equipment are contained in the Optik TV Service Terms.

Optik TV Service Terms

This is an agreement between you and TELUS Communications Company ("TELUS"). It sets out the terms and conditions (the "Service Terms") that apply to your use of the video and audio programming services and associated telecommunications services that TELUS provides (the "Services"), and any equipment provided to you for use with the Services. The Service Terms, together with TELUS rules and policies applying to the use of the Services, form the agreement between you and TELUS for the Services (the "Agreement").

By using the Services you are agreeing to the terms of this Agreement. IF YOU DO NOT AGREE TO THESE SERVICE TERMS, YOU MAY NOT USE THE SERVICES. For the purposes of these Service Terms, "you" refers to the person or business whose name appears on the bill.

TELUS reserves the right to amend these Service Terms, including rates and additional charges, at any time by giving 30 days notice. TELUS will notify you of amendments to these Service Terms by posting notice of the amendment at telus.com/optiktv (the "Service Web Site"), or by sending you notice on your monthly bill or email bill notice that the Service Terms have been amended, directing to where the amendment may be consulted. If you have access to the Internet, it is your responsibility to go to the Service Web Site at least every month in order to become aware of any amendments posted on the site, and you agree to consult any amendments notified to you in accordance with the directions received on your monthly bill or email bill notice. You are not obliged to continue using the Services after an amendment to the Service Terms is made; however, in the event you choose not to accept the changes, your sole remedy is to cancel the Services, effective at the end of your current billing period. Your continued use of the Services following any amendment shall be deemed to be your acceptance of the amended Service Terms, waiver of any additional notice requirements and agreement to pay for the Services in accordance with the amended Service Terms.

1. What TELUS Provides

a) Services

TELUS will provide you with the ability to receive video and audio programming channels at your premises, only as delivered through the TELUS wireline telecommunications network in accordance with the distribution licenses held by TELUS. The Services may also include video on demand and pay per view programming, interactive programming and related personal video services.

You acknowledge and agree that the Services must include the minimum levels of programming required by Canadian government regulation, called "The Essentials" by TELUS, and that such programming requirements may change from time to time without notice. You acknowledge that certain programming channels may be suspended from time to time or cancelled permanently, and that individual programs may be blacked out in your local viewing area, due to restrictions imposed by the providers of such programming or the rights of Canadian programming services, and agree that TELUS may at its discretion substitute alternative programming to replace the suspended, cancelled or blacked out programming. Your sole remedy, available only where programming channels have been permanently cancelled, is to cancel your subscription to the programming package containing such channels, effective at the end of your current billing period.

You are responsible for the use of the Services by any person. You agree to indemnify and hold all TELUS Entities, as defined in paragraph 4(b), harmless from all losses, costs, damages, liabilities and expenses related to any violation of the Service Terms by such other persons, or in connection with their use of the Services.

b) Equipment

TELUS will supply, install, maintain and repair all facilities and equipment necessary to provide the Services up to the point of connection with the facilities or equipment owned by you. All TELUS equipment will remain the property of TELUS and must be returned to TELUS upon termination of this Agreement for any reason. TELUS may charge you for all work and equipment supplied in order to extend existing TELUS network facilities to your premises, including any expenses incurred to secure rights of way, access and occupancy.

Downloaded from www.Manualslib.com manuals search engine

TELUS is not responsible for the maintenance or repair of facilities or equipment owned by you, and does not guarantee that the Services will operate with all television sets, remote controls, home theatre components or other audio/visual equipment. The Services require electrical power to operate, which you must supply at no charge to TELUS, and you acknowledge and accept that you may lose service during a power outage unless you supply, install and maintain at your own expense a battery backup power system. TELUS may, from time to time, offer you the right to purchase certain equipment necessary to receive the Services, including, without limitation, set top boxes. If you choose to purchase such equipment from TELUS, (i) the terms and conditions of such purchase shall be governed by The Terms of Sale for Equipment attached hereto, and (ii) you will provide access and otherwise permit TELUS to maintain and install software upgrades on such equipment.

c) Billing

TELUS may provide you with a monthly bill in electronic format made available to you over the Internet, setting forth the charges incurred for use of the Services. Your monthly bill will be sent in paper form if electronic billing is not made available by TELUS. If TELUS makes your bill available over the Internet, it is your responsibility to create an online account management profile, to subscribe to electronic bill notification, and to check your online account every month for your bills. Regularly recurring charges are billed in advance and charges incurred on a per-use basis are billed in arrears. If your bill is lost or if you do not receive a bill, you are still responsible for making the required payment to TELUS.

d) Maintenance

You agree to provide TELUS' agents and employees with access to the property and premises where the Services are provided in order to inspect the facilities and equipment used to provide the Services and to perform maintenance work. TELUS will provide reasonable notice of any such inspection or maintenance work on your premises, except in cases of emergency.

e) Service Limitations

TELUS may refuse to provide any of the Services where the provision of such Services would necessitate unusual expenses which you do not agree to pay, or is impractical because TELUS cannot reasonably acquire the equipment, facilities or rights required to extend its network facilities to your premises. TELUS reserves the right to change its telecommunications network at any time, which may result in changes to rates or to the availability of programming. TELUS assumes no liability whatsoever for any claims, damages, losses or expenses arising out of the unavailability or modified availability of the Services in any of the circumstances described in this paragraph.

2. Your Responsibilities

a) Requesting Service

After the Services have been requested, you must provide TELUS with a location on your premises to provide access to the Services and allow TELUS to enter your property and premises in order to install, maintain and repair TELUS' facilities and equipment. You agree to pay any unusual expenses required to extend TELUS' network facilities to your premises, including the cost of all trenching and backfilling work, poles, conduits and other facilities TELUS requires to extend its network facilities from your property line to the point of access to the Services on your premises, and any expenses incurred to secure rights of way, access and occupancy.

You must supply all facilities and equipment necessary to connect your facilities and equipment to TELUS' network facilities, including all wiring inside your premises and all set top boxes. All facilities and equipment you supply must meet the technical standards for certification established by Industry Canada.

If you cancel a request for Services after installation work has started, you will be charged the costs incurred for the installation, including the cost of equipment, materials and supplies specifically provided or used for the installation, the cost of labour, fees for engineering design and supervision, and any other expenses resulting from the installation and removal work.

b) Your Account

You are responsible for all charges properly billed by TELUS to your account, including charges for all video on demand and pay per view programming ordered from any set top box providing access to the Services, regardless of who ordered such programming. You are responsible for setting and securing a password on your set top box to prevent unauthorized purchases. You may dispute charges for programming you do not believe were ordered from a set top box providing access to the Services.

Downloaded from www.Manualslib.com manuals search engine

c) Acceptable Use

You may only use the Services at your premises for your own private home viewing. You may not redistribute or publicly display any portion of the Services, or use the Services for any commercial purpose. You may not attempt to circumvent any encryption technique or other copy protection method used to restrict access to programming on the Services. You may not directly or indirectly charge any person for the use of the Services, or re-arrange, disconnect, remove, repair, or otherwise interfere with any TELUS facilities or equipment. You may not use the Services in any way that interferes with the ability of other customers to use services provided by TELUS fairly and proportionately, and TELUS may, at any time, limit the use of any Services in order to prevent such interference. TELUS may require you to change or disconnect any of the facilities or equipment at your premises providing access to the Services if they interfere in any way with the Services or the operation of TELUS' facilities or equipment.

d) Fees and Other Charges

The Services are provided to you subject to payment of all applicable service rates and any additional charges identified to you at the time you applied for the Services or otherwise in accordance with these Service Terms, including installation and activation fees, together with all applicable taxes and other government charges. Additional charges authorized by these Service Terms may be charged on a one-time, monthly or per-use basis, as TELUS may determine from time to time.

Provided there is no deception in order to avoid payment, you are not responsible for paying an unbilled or under-billed portion of a charge unless TELUS correctly bills the charge within one year from the date it was incurred. In these circumstances, TELUS will not charge any interest on the amount of the unbilled or under-billed charge owing until the correct charge has been billed to your account. All charges and credits to your account shall be deemed validly incurred unless you dispute the charge or credit within 90 days after receiving the bill that includes the charge or credit.

e) Payment for the Services

All bills are due upon receipt. Bills made available through the Internet are received when they are posted. Charges not paid before the end of the grace period shown on your bill are assessed a late payment charge of 2% per month (26.82% per year), calculated from the billing date for those charges, which you must pay in addition to all other amounts owing to TELUS. Administrative and collection charges may apply, in accordance with TELUS rules and policies, if your account goes into arrears, including as a result of returned or rejected payments or your failure to inform TELUS of any change to your account information for pre-authorized payments. If you subscribe to a pre-authorized payment method, you waive pre-notification of the amounts and dates of debits from your account. TELUS may require you to make interim payments for non-recurring charges you have incurred in the period between two monthly bills, for such Services as are identified to you with the demand for payment. The grace period for the payment of charges so identified expires three days after you receive the demand for payment.

f) Deposit requirements

TELUS may require a security deposit from you (i) before the Services are provided, if you do not have a satisfactory credit history with TELUS or do not provide other proof of creditworthiness satisfactory to TELUS, or (ii) at any time this Agreement applies, if you have an unsatisfactory credit rating with TELUS as a result of your payment practices, or (iii) if you clearly present an abnormal risk of loss. Interest on any security deposit required by TELUS, at a rate equal to the rate established on January 1 and July 1 of each year for daily interest savings accounts at a chartered Canadian bank, shall be credited to your account monthly. TELUS may apply any portion of the security deposit against unpaid charges on your account at any time and, upon termination of this Agreement or where the conditions justifying the security deposit no longer apply, will refund any outstanding security deposit, with accrued interest, retaining only the amount then owing on your account.

g) Indemnity

You will indemnify the TELUS Entities, as defined in paragraph 4(b), from all losses, expenses and all manner of actions, claims and judgments sustained by or made against the TELUS Entities in connection with use or misuse of the Services, or violation of these Service Terms by any person.

Downloaded from www.Manualslib.com manuals search engine

3. Privacy

You agree that the TELUS Privacy Commitment, available for inspection at telus.com/privacy/privacy, as it may be updated from time to time (the "TELUS Privacy Commitment"), shall apply to your use of the Services. You hereby consent to the collection, use and disclosure by TELUS and its agents of your personal information collected in connection with provision and/or use of the Services, for the purposes identified in the TELUS Privacy Commitment and acknowledge that those purposes include the exchange of your account and usage information with other TELUS companies and their affiliates or dealers, for the purpose of offering additional services or products to meet your communications and entertainment needs.

By using the Services and incurring charges for such use, you authorize TELUS to obtain information about your credit history from credit reporting agencies, credit grantors and other TELUS companies from time to time, and consent to the disclosure of your credit history with TELUS to such entities at any time.

4. General Terms

a) No Warranties

The Services are provided on an "as is" and "as available" basis. Your use of the Services is at your sole risk. TELUS does not guarantee timely, secure, error-free or uninterrupted service or receipt of material or messages transmitted over or through TELUS' networks or the networks of other companies. To the fullest extent permitted by applicable law, TELUS disclaims all warranties, representations, guarantees and conditions (express, implied or statutory) relating to the Services, including any warranty of fitness for any particular use or purpose you intend for the Services, even if you have communicated such intention to TELUS. Your sole remedy for any defect or malfunction of any set top box provided by TELUS for use with the Services is set forth in the manufacturer's warranty.

b) Limitation of Liability

To the fullest extent permitted by applicable law, neither TELUS nor its affiliates, nor their respective directors, officers, employees, or agents (collectively, the "TELUS Entities") shall be liable to you or any other party for any direct, indirect, special, incidental, consequential or punitive damages, or any other damages or losses whatsoever arising directly or indirectly from your use of the Services, regardless of the cause of action, including negligence, and even if one or more of the TELUS Entities have been advised of, or could reasonably have foreseen, the possibility of such damages or losses. If for any reason a TELUS Entity becomes liable to you or a third party arising out of or in any way connected with the Services, regardless of the form or cause of action or the number of claims asserted, the aggregate liability of the TELUS Entities to you or such third party is limited to the greater of $20 and the fees paid by you to TELUS for the particular Services giving rise to the claim, in the three months immediately preceding the last occurrence of the damages or losses.

Without limiting the generality of the foregoing, TELUS is not liable for (i) the consequences of natural catastrophes such as earthquakes, flooding, severe wind, ice or fire storms, landslides, lightning strikes or tidal waves, (ii) the actions of third parties which TELUS cannot reasonably foresee or control, such as war, terrorism, civil insurrection, government decree, failure of the public power grid, labour disturbance by TELUS' own employees or by the employees of another enterprise, or the unlawful acts of suppliers, (iii) any act or omission of a telecommunications carrier whose network facilities are used in establishing connections to points which TELUS does not directly serve, (iv) defamation or copyright infringement arising from material transmitted or received over TELUS' network facilities, or (v) infringement of patents arising from combining or using your facilities or equipment with TELUS' network facilities.

c) Termination and Suspension

Upon the expiry of the term of this Agreement, TELUS will continue to provide you the Services on a month to month basis on the terms and conditions then applicable, unless you notify TELUS at least 30 days in advance of your intention to terminate your Service or enter into a new service agreement. Unless otherwise agreed, you may terminate this Agreement at any time by notifying TELUS at least 30 days in advance. Where this Agreement is made for a fixed term, you will be required to pay TELUS a termination charge in the amount specified on the Service Web Site, as liquidated damages and not as a penalty, in addition to any other amount then owing to TELUS, if you terminate this Agreement prior to the end of the term or if TELUS terminates the Services for any of the reasons listed below. You may also be required to pay a reconnection fee to have the Services reconnected. Upon the expiry of the term of this Agreement, TELUS will continue to provide you the Services on a month to month basis on the terms and conditions then applicable, unless you notify TELUS at least 30 days in advance of your intention to terminate your service or enter into a new service agreement.

Downloaded from www.Manualslib.com manuals search engine

TELUS may suspend the Services if you contravene any provision of these Service Terms, including your obligation to pay for the Services as charges become due. TELUS may terminate the Services (i) immediately and without notice, where TELUS determines that you are using the Services contrary to the acceptable use provisions of this Agreement, (ii) upon three days written notice to you, if any amount owing under this Agreement or any other agreement for services provided to you by TELUS is in arrears, (iii) if you do not remedy any other breach of these Service Terms within 15 days of receiving written notice of the breach from TELUS, (iv) if you become a bankrupt or, if you are a business customer, a receiver or receiver-manager is appointed to manage the affairs of your business, or (v) for any reason, upon 30 days written notice to you.

d) Mediation and Arbitration

Any unresolved dispute arising out of the marketing, sale or provision of the Services by TELUS or relating in any way to this Agreement, except the collection by TELUS of charges owing for the Services, may only be referred to a single mediator chosen by the parties. Should the mediation not result in a settlement, the dispute will then be determined by private, confidential and binding arbitration by the same person originally chosen as mediator. The fees of the mediator and arbitrator shall be shared equally by the parties. By agreeing to mediation and arbitration of disputes, you waive any right you may have to commence or participate in any class action against TELUS, to the extent the waiver of such rights is permitted by applicable law.

e) Miscellaneous

The federal laws and regulations of Canada, and applicable provincial laws and regulations, govern this Agreement. You may not assign or transfer this Agreement without TELUS' prior written consent. If any provision of these Service Terms is prohibited or unenforceable in certain circumstances, the remaining Service Terms shall apply and be construed in those circumstances as if such provision had never been written. The failure of TELUS to require or enforce strict performance of any provision of these Service Terms in a particular instance shall not be construed, in other circumstances, as a waiver of any right conferred upon TELUS.

Limited warranty

What the Warranty Covers

This warranty is restricted to the original user of the product hardware and Software.

The warranty period is 3 years on IP set top hardware from the original purchase date from TELUS and 90 days on software from the original purchase date. TELUS warrants the hardware to be free from material defects in material or workmanship and the hardware and software shall conform in all material respects to the specifications provided at telus.com/tvbox.

During the warranty period the user shall promptly notify TELUS of any claims against the warranties provided. TELUS will repair or replace any product returned to TELUS by user at its expense during the warranty period, which fails to satisfy the warranty, unless such failure was the result of shipping; improper installation; maintenance or use; abnormal conditions of operation; attempted modification or repair by user; use of the product in combination with other items not recommended by TELUS; or an act of God.

What the Warranty Does Not Cover

The warranty provided above is in lieu of and excludes all other liabilities, warranties, guarantees or conditions written or oral, statutory, common law, expressed or implied, including warranties or implied conditions as to non-infringement, merchantability or fitness for a particular purpose and shall constitute TELUS' sole obligation and liability and the original users sole remedy in contract, tort or otherwise in respect of the hardware and software. TELUS makes no warranty that the operation of the software will be uninterrupted or error free. In addition, due to the continual development of new techniques for intruding upon and attacking networks, TELUS does not warrant that the software or any hardware item on which the software is used will be free from vulnerability or attack.

Downloaded from www.Manualslib.com manuals search engine

Index

Applications
31

Audio/video
5, 11, 33, 37

Block content
11, 17, 21–23, 29, 30

Call Display
7, 20, 35

Call history
20

Customer records
38–39

DVD
6–7

Favourites list(s)
10–11, 15, 34

High Definition (HD)
2, 8, 9, 13, 14, 17, 19, 32, 35

Inputs
37

Interactive Programming Guide (IPG)
2, 7

Guide
2, 3, 6, 7, 10, 12, 14–15, 23, 25, 26, 36, 37

On Demand (Video On Demand)
2, 7, 9–11, 16, 17, 18, 21, 23, 34, 35, 40, 41

Outputs
11, 33, 37

Parental Control
11, 17, 21-23, 29, 34

PIN
17, 19, 21–23, 29

Pay Per View (PPV)
2, 9–11, 14, 16, 19, 21, 23, 34, 35

Personal Video Recorder (PVR)
3–4, 7, 9, 10, 19, 24–30, 34–35

Rating
11, 12, 21, 22, 23, 34

Recording conflicts
30

Registration numbers
38

Remote control
6, 21, 22, 34, 36, 37, 39

Search
2, 7, 10, 11, 16

Settings
10, 11, 14, 15, 20, 21–22, 25, 28, 32–33, 35, 36

Terms and conditions
40–44

Troubleshooting
36–37

VCR
5, 6, 7, 36, 39

Downloaded from www.Manualslib.com manuals search engine

Downloaded from www.Manualslib.com manuals search engine

the future is friendly®

*PVR capabilities subject to and limited by applicable laws. Digital boxes charged separately. HDTV input equipped television required to receive HD. †Call Display requires a subscription and is not available in all areas. TELUS, Optik TV, the TELUS logo and the future is friendly are trademarks of TELUS Corporation, used under license. Network logos are trademarks of their respective owners and are used under license by TELUS Communications Company. LARRY CROWNE © 2011 Vendôme International, LLC. All Rights Reserved. © 2011 Universal Studios. All Rights Reserved. Distributed exclusively in Canada by Alliance Films. All Rights Reserved. Black Swan © 2010 Twentieth Century Fox Film Corporation. All rights reserved.UNSTOPPABLE © 2010 Twentieth Century Fox Film Corporation. All rights reserved. The Consipirator © 2010 Conspirator Productions, LLC. All Rights Reserved. Distributed exclusively in Canada by Alliance Films. All Rights Reserved. A-TEAM © 2010 Twentieth Century Fox Film Corporation. All rights reserved. Hanna © 2010 Focus Features LLC. All Rights Reserved. Distributed exclusively in Canada by Alliance Films. All Rights Reserved. Diary of a Wimpy Kid 2: Rodrick Rules © 2011 Twentieth Century Fox Film Corporation. All rights reserved. **DIARY OF A WIMPY KID, WIMPY KID and Greg Heffley image are trademarks of Wimpy Kid, Inc. Conviction © 2010 Twentieth Century Fox Film Corporation. All rights reserved. X-MEN FIRST CLASS © 2011 Twentieth Century Fox Film Corporation. All rights reserved. X-Men, all character names and their distinctive likenesses: TM & 2011 Marvel Entertainment, LLC and its subsidiaries. All Rights Reserved. Beastly © 2010 CBS Films Inc. All Rights Reserved. Distributed exclusively in Canada by Alliance Films. All Rights Reserved. Limitless © 2011 Relativity Media. All Rights Reserved. Distributed exclusively in Canada by Alliance Films. All Rights Reserved. UFC® is a registered trademark of the Ultimate Fighting Championship. Dolby is a registered trademark of Dolby Laboratories. 1284114 © 2012 TELUS. 06/12

Downloaded from www.Manualslib.com manuals search engine